

CD01-OWI-002

Revision A

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ORGANIZATIONAL ISSUANCE

CD01

Mission Services Contract Management

APPROVING
AUTHORITY

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DATE

CD01 07-31-00

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CHECK THE MASTER LIST-
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		10-29-99	Establish Directorate Baseline Document
Revision A		07-31-00	Updates contacts and quality records and makes minor changes to procedures

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1. PURPOSE

This instruction establishes the procedures and responsibilities performed by the Customer and Employee Relations Directorate (CaER) that relate to the maintenance and operation of the CaER support contract, which primarily provides products and services to NASA Headquarters and the Marshall Space Flight Center customers. This instruction extends information from the Marshall Management System (MMS) as defined by the Marshall Management Manual (MMM).

The purpose of this instruction is to document the process by which the support contract is managed and conducts business.

2. APPLICABILITY

The procedure applies to the following in-scope activities under the cognizance of contract support:

- a. Customer support
- b. Customer funding and technical task agreements
- c. Day-to-day operations

3. APPLICABLE DOCUMENTS

Use current revisions unless there is overriding authority.

- a. NAS8-99006, "Customer and Employee Relations Support Contract"
- b. MPD 1280.1, "Marshall Management Manual"
- c. MPG 1280.4, "MSFC Corrective Action System"
- d. MPG8730.3A, "Control of Nonconforming Product"

4. REFERENCES

None

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5. DEFINITIONS

5.1 CaER. Customer and Employee Relations Directorate/CD01

5.2 COTR. Contracting Officer's Technical Representative

5.3 CWC. Consolidated Work Commitment

5.4 Delivery Order (DO). A Procurement Office document that formally initiates requirements of the contractor that will require funding above and beyond what has been negotiated in the defined portion of the support contract.

5.5 N/A. Not Applicable

5.6 OWI. Organizational Work Instruction- Level 4 document in the MSFC MMS.

5.7 OPR. Office of Primary Responsibility

5.8 QRs. Quality Record. These are documents maintained to demonstrate conformance to specified requirements and the effective operation of the MMM.

5.9 QS. Quality System. The process of tracking quality records and follow-up actions. The COTR and technical monitors normally submit their QRs via the evaluation portions of task orders or as part of the DO and fee evaluations.

5.10. Request for Proposal (RFP). A request from the COTR to Procurement to initiate the process to create a Delivery Order.

5.11. Task Order (TO). This CaER document initiates requirements of the contractor that will require management oversight and contract labor but no additional funding.

5.12. Technical Monitor. Person that the customer assigns to submit, prioritize, estimate costs, and evaluate that customer's technical requirements.

6. INSTRUCTIONS

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Paragraphs 6.1 - 6.20 below address this OWI's response to each of the 20 ISO elements. All contract management activities covered by this OWI follow the process shown in Figures 1 through 5. Important applicable documents that further control this process are included in appendices.

6.1 Management Responsibility. The COTR will ensure adequacy of this OWI, assure overall implementation, and will, as a minimum, conduct annual management reviews to ensure the continuing suitability and effectiveness of the OWI to satisfy applicable elements. The minutes of these reviews will be maintained as QRs and distributed to the appropriate people.

6.2 Quality System. The contract scope of work specifies specific quality and effectiveness metrics. (See NAS8-99006.)

6.3 Contract (Customer Agreement) Review. The COTR will be responsible for drafting technical task agreements (Sample at Appendix E) with each of the primary clients served by the contract. These agreements will outline a mutual understanding of the labor, scope, and services provided by the contractor. It will be signed by the CD70 director and appropriate program and project managers in the client Directorates. The COTR will also ensure that Marshall directorate CWCs reflect the workforce and funding agreed upon between CaER and its customers.

6.4 Design Review. N/A.

6.5 Document and Data Control. Required documents and reports are specified in the contract.

6.6 Purchasing. The Procurement Office will initiate delivery orders authorizing the support contractor to spend money on a reimbursable basis to accomplish the requirements outlined in the associated RFP. The procedures for initiating an RFP and tracking the requirements and costs of DOs are outlined in Appendix C.

6.7 Control of Customer-Supplied Product. N/A.

6.8 Product Identification and Traceability. N/A

6.9 Process Control. N/A

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6.10 Inspection and Testing. N/A.

6.11 Inspection, Measuring, and Test Equipment. N/A.

6.12 Inspection and Test Status. N/A.

6.13 Control of Nonconforming Product. The contract specifies procedures for evaluating the quality and timeliness of products and services, including fee penalties for substandard service or late delivery. Details are outlined in contract NAS8-99006.

6.14 Corrective and Preventive Action. Corrective Action: The COTR and Technical Monitors are responsible for maintaining a dialog between customers and/or potential customers, and the contractor during the defining, funding, planning, execution and feedback stages of each requirement. During such dialog, the COTR shall have responsibility for determining whether the customer is providing:

a. Quality System (QS) comments (e.g., complaint, observation, or compliment) regarding MSFC-delivered products and services (*Corrective Action*, paragraph 3.4), or

b. Non-QS comments (e.g., a comment other than a QS Comment, for instance: negotiating tactic, document revision recommendation, typographic correction, "red-line," etc.) are normally provided by phone, during editing, through e-mail or discussed in weekly status meetings.

Preventive Action: To assure that the contractor takes an active approach to preventive actions and to implement appropriate improvements to the contract's products, timeliness, processes or efficiency, the COTR or backup COTR and Technical Monitors will meet with the support contractor to review all open customer tasks and actions once a week. The contract specifically tasks the contractor to look for ways to improve the quality, safety, and efficiency of the contract.

6.15 Handling, Storage, Packaging, Preservation, and Delivery. The contract specifies contractor requirements for handling, storing, and packaging the models and exhibits inventory.

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6.16 Control of Quality Records. A file of QS Comments will be retained by the COTR for two years or until termination or completion of the support contract.

6.16.1 Quality Records

6.16.1.1 Weekly Status Reports. Responsible party: Contractor's budget/purchasing specialist. Location: Bldg 4200, Rm. 518. Retention schedule: until contract option completion.

6.16.1.2 Contract records, such as safety inspections; chemical, facilities and property actions. Responsible party: Contract manager, ASRI. Location: Bldg 4200, Rm. 119. Retention schedule: until contract completion

6.16.1.3 Task Orders w/changes. Responsible party: Contract manager, ASRI. Location: Bldg 4200, Room 119. Retention schedule: until contract completion

6.16.1.4 Thank-you letters and letters of complaint. Responsible party: COTR. Location: Bldg 4200, Rm 104. Retention schedule: until contract completion

6.16.1.5 Concurrence sheets. Responsible party: Contract manager. Location: Bldg 4200, Rm 119. Retention schedule: 1 year from project completion

6.16.1.6 Exhibit After Action Reports. Responsible party: Marshall Exhibits Coordinator. Location: Bldg 4200, Rm 104. Retention schedule: three years from completion of event

6.16.1.7 Quarterly By-customer Reports. Responsible party: COTR. Location: Bldg 4200, Rm 104. Retention schedule: until contract completion.

6.16.1.8 Form 533s. Responsible party: Contractor's budget/purchasing specialist. Location: Bldg 4200, Rm 518. Retention schedule: until contract completion.

6.17 Internal Quality Audits. N/A

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6.18 Training. NASA and its support contractor are expected to provide qualified people to administer the tasks of the contract. To keep everyone proficient, training is mandated as required.

6.18.1 A COTR, back-up COTR, or budget analyst assigned to work related to the CaER Support Contract shall be considered qualified to fill his/her initial position when the individual is hired and successfully completes the three-month probationary period. Further, an employee's qualifications to fulfill increased responsibilities in support of the contract shall be determined by the individual's supervisor based upon the employee's experience and acceptable performance and the supervisor's judgment of the employee's capabilities.

6.18.2 The contractor is expected to provide qualified and trained people to support the work in the contract's scope as agreed upon by the COTR and contract manager. As funding permits, the Government may pay to train contract employees. If MSFC-specific training is required, the training can be defined and funded on a Task or Delivery order as appropriate.

6.18.3 Upon completion of required training, a record of successful completion shall be maintained in the employee's Personnel Folder.

6.19 Servicing. N/A

6.20 Statistical Techniques. N/A

7. NOTES

None

8. SAFETY PRECAUTIONS AND WARNING NOTES

The contract requires the contractor to establish and maintain a safety plan. This plan is filed with other contract information. See 6.16.1.

9. RECORDS

See 6.16

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10 PERSONNEL TRAINING AND CERTIFICATION

See 6.18.

11. FLOW DIAGRAM

None

12. CANCELLATION

None

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APPENDIX A

How/When to Submit a Task Order

All actions/requirements of the Customer and Employee Relations Directorate support contract are submitted and tracked in one of three ways.

- 2 As a set of tasks agreed upon by all parties as part of an employee's routine (day-to-day) work.
- 3 On a Task Order submitted through the COTR and Procurement Office (tasks that do not require additional funds) or
- 4 On a Task Order submitted directly to Contract Manager with cc to COTR(tasks that involve additional funds).

To better track shared labor, coordinate milestones and deadlines, and review work for appropriateness, it is contract policy that all task orders be signed by the appropriate manager prior to work starting on the task. Task Orders can be drafted by anyone in the organization, however, the only people authorized to approve them are Department or Office-level management or their designee, COTR and backup COTR.

Submitting a Task Order:

- 1) Go to one of the people above and get it approved BEFORE YOU START WORK. Typically, approval authority has been designated at the team lead level.. If the person who normally would sign it is out, go to the next higher person. If in doubt, check with the COTR or contract manager.
- 2) Once approved, the task order should be sent to the contract manager electronically, with a copy to the backup COTR. In the e-mail, specify who approved the task. If it's not mentioned, the task order may be sent back. Submitters are advised to keep a hard copy for future reference.
- 3) If the task requires additional funding, it MUST be routed by the COTR through Procurement for approval. Technical monitors are responsible for initial estimates, tracking

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budgets and costs, and working with the Directorates to transfer adequate funding to cover the task.

- 4) Both the contract manager and COTR will review the task order for appropriateness and scope. The contract manager will ensure it is logged, assigned a tracking number and sent to the appropriate actionee to begin the work.
- 5) The customer and/or the technical monitor will fill out the evaluation section of the task order and submit any comments directly to the COTR or backup COTR.

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APPENDIX B

TASK ORDER FORM (FOR DEFINITE REQUIREMENTS)		
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TASK TITLE:		REQUEST DATE:	REQUIRED DATE:
REQUESTED BY:	PHONE NUMBER:	OFFICE SYMBOL:	
TECHNICAL ADVISOR:	PHONE NUMBER:	OFFICE SYMBOL:	
TASK DESCRIPTION:			
SPECIAL NOTES OR COMMENTS:			

APPROVAL LEVEL	PRINTED NAME / SIGNATURE	DATE APPROVED	PHONE NUMBER	OFFICE SYMBOL
OPR TECHNICAL MONITOR				
CAER COTR				

EVALUATION -- upon conclusion of this project, please complete the following evaluation with comments and sign below to acknowledge the completion of the assignment and to provide an evaluation of the work performed.		
EVALUATION CATEGORIES:	RATINGS:	RATING LEGEND:
Timeliness (work accomplished per timeframe established)		5 - Outstanding
Quality of Work (work accomplished in a skillful, workmanlike manner)		4 - Excellent
Planning (work accomplished in the least disruptive manner)		3 - Good
Coordination & Submittals (documentation is comprehensive and timely)		2 - Satisfactory
Management & Reporting (communication is timely and appropriate)		1 - Poor
COMMENTS:		
EVALUATOR'S/REQUESTOR'S SIGNATURE:		DATE SIGNED

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APPENDIX C

How/when to Initiate a Request for Proposal (RFP) for a Delivery Order

All actions/requirements of the Customer and Employee Relations Directorate support contract are submitted and tracked in one of three ways.

1. As a set of tasks agreed upon by all parties as part of an employee's routine (day-to-day) work.
2. On a Task Order directly to the Contract Manager for tasks that do not require additional funds or
3. On a Task Order through the COTR for tasks that involve additional funding.

New model and exhibit work or outsourced design efforts require a Request for Proposal (RFP) from Procurement to the contractor before work can begin. Technical Monitors, through the COTR and Procurement, must provide the contractor with project specifications sufficient to create a cost and labor estimate. Once a contractor's estimates have been reviewed and approved by the COTR, Procurement will issue a Delivery Order for that product or service.

To better track shared labor, coordinate milestones and deadlines, and review work for appropriateness, it is contract policy that all task orders be signed prior to work starting on the task.

The contractor maintains a list of Task and Delivery Orders. This list is reviewed weekly by the COTR and back-up COTR to determine priorities, review due dates and milestones, assess impact to other work requirements, and discuss any associated issues.

Creating a Delivery Order:

- 1) Technical Monitors should talk to the COTR or contract manager in advance to make sure a Delivery Order (DO) is appropriate. Delivery Orders under \$1,000 usually are discouraged. There may be other avenues for submitting these requirements.
- 2) E-mail to the COTR or backup COTR details of the need, the expected number of products, costs, deadlines, charge codes if known, contacts, and other information needed by the Procurement Office to create the Delivery Order.
- 3) The COTR or backup COTR will ask Procurement to initiate a Request for Proposal (RFP).. A version of the COTR's memo to Procurement without cost estimates will be provided to the contractor as a heads-up.
- 4) The technical monitor and CaER contract budget assistant will work with the requester to transfer to Procurement the appropriate funds to cover the cost of purchases and/or labor.
- 5) In the RFP, Procurement will ask the contractor for a formal cost estimate based on the submitted requirements and due date. Once received, Procurement will forward the Contractor's cost estimate to the COTR or backup COTR for review and concurrence. After receiving the COTR's

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concurrence or changes, Procurement will provide the contractor a Delivery Order. This constitutes formal permission to commit funds on behalf of the government.

- 6) After work specified on the DO has been accomplished, the customer normally will be asked to review the charges and costs. Questions or comments provided to the COTR will be used to evaluate the quality and timeliness or provided products and services and may ultimately impact the contractor's performance fee.

APPENDIX D

MEMO TO PROCUREMENT FOR UNDEFINED REQUIREMENT

TITLE:

Date submitted:

Date required:

| Requester:
| Office Symbol:
| Phone #:
|-----+-----+

| Technical Advisor:
| Phone number:
|-----+

| Funding source (UPN/DCN):
Purchase Request (PR) number:

| **Type of Requirement (select most appropriate):**

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- | ___ Exhibit
- | ___ Memento
- | ___ Graphic/Photo(s)
- | ___ Temporary labor
- | ___ Equipment
- | ___ Writing
- | ___ Procurements/purchases
- | ___ Non-exhibit overtime
- | ___ Model (Scale: _____)
- | ___ Other:

| -----+-----
| Funding Code/PR #:

| -----+-----
| Special Services: (Specify and describe):

| _____
| OBJECTIVE(S):
| DESCRIPTION:
| _____

—
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Cost work sheet:	
Event costs:	
Booth space:	_____
Drayage:	_____
Transportation:	_____
Contractor per diem:	_____
Subcontract labor:	_____
Misc. expenses:	_____
Travel:	_____
Electrical:	_____
Exhibit overtime:	_____
G&A/overhead	_____
Other costs	_____
TOTAL:	_____

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Exhibit/model/memento hardware:

Materials:

Photos/ graphics:

Tools/Equipment:

Electronics:

Crates:

Models:

Travel/transportation:

Subcontracts:

TOTAL:

Overtime:

Overtime:

G&A:

TOTAL:

Comments/justification (include proposed use):